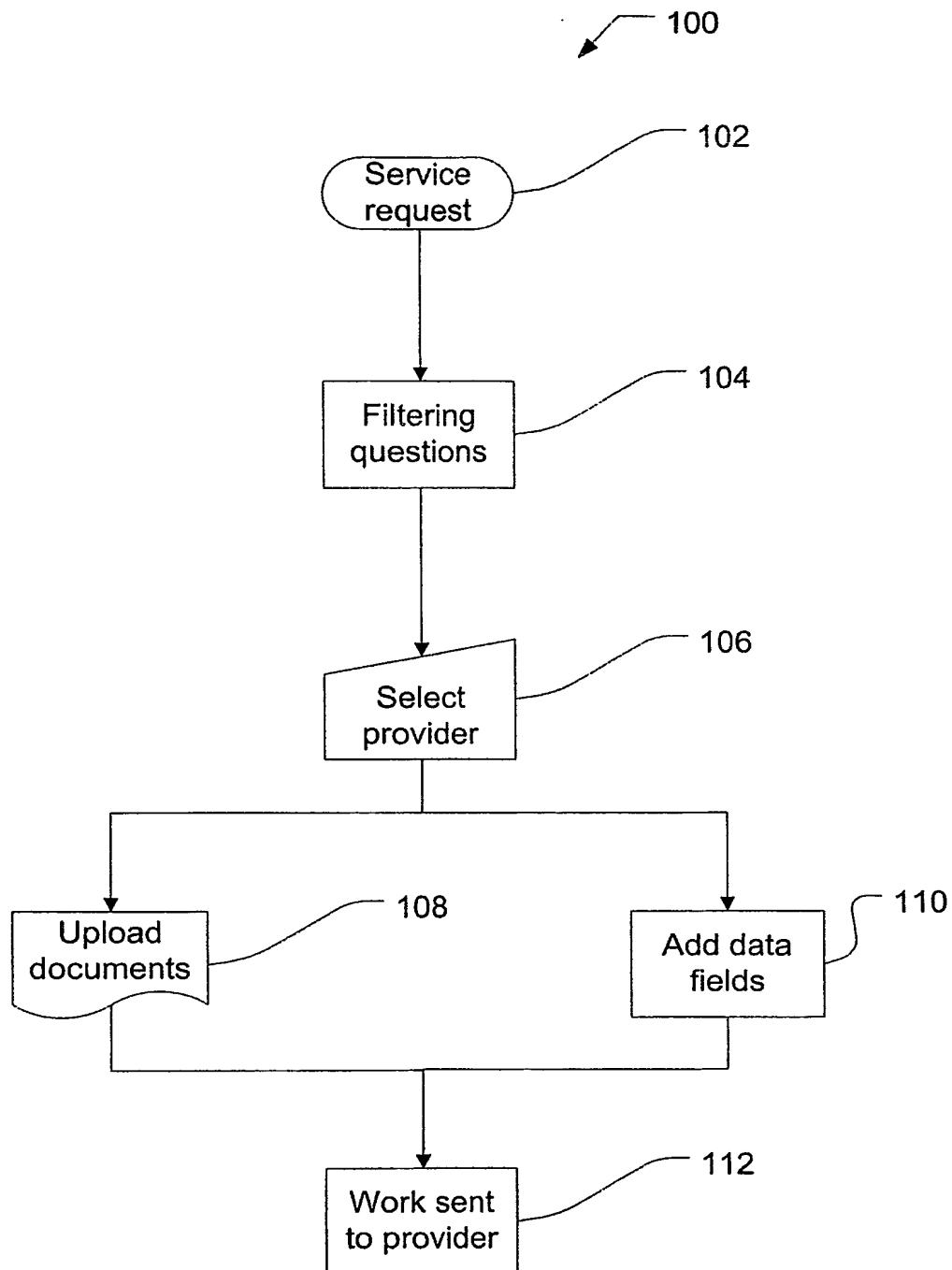


FIG. 1

**FIG. 2**

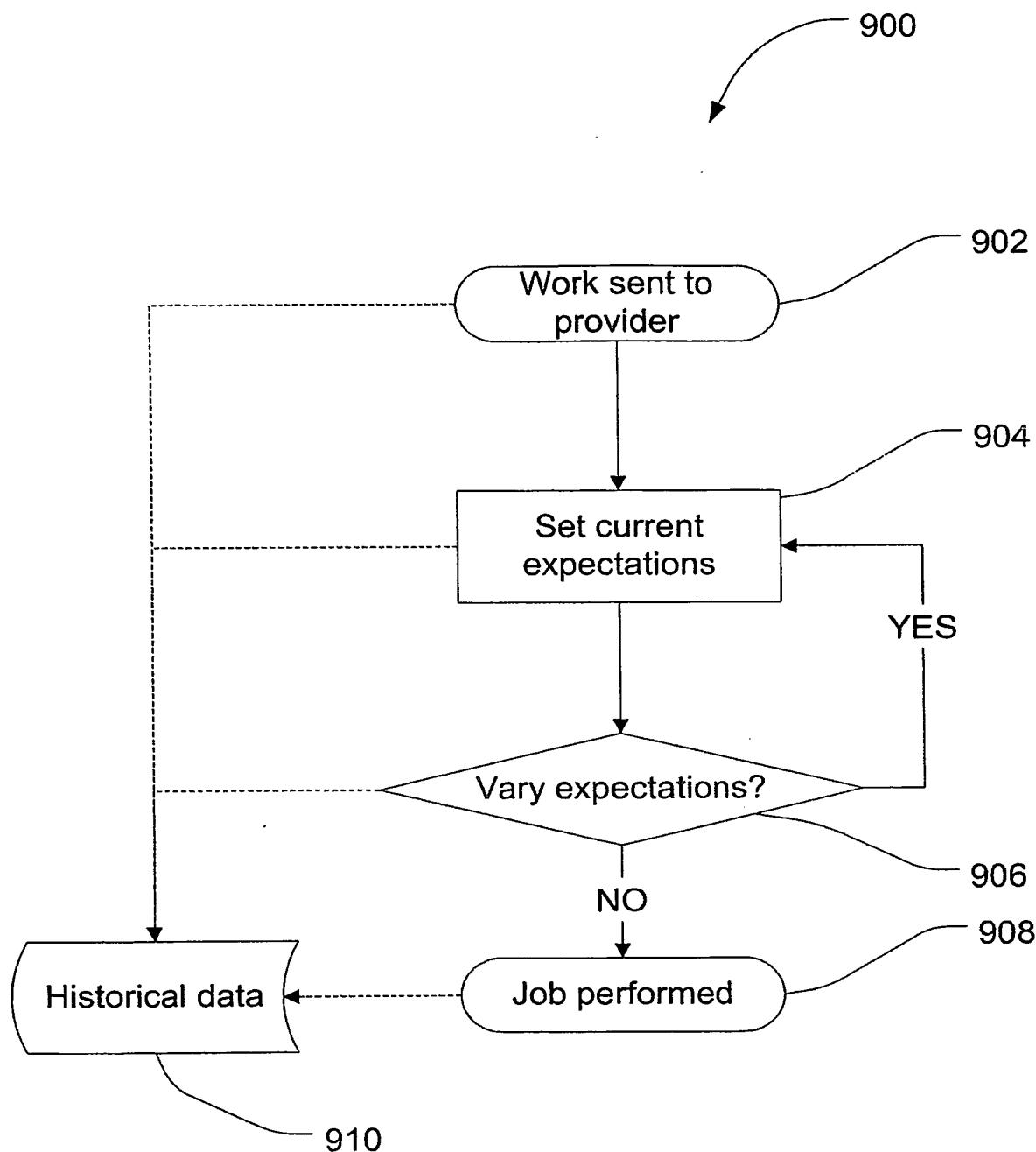
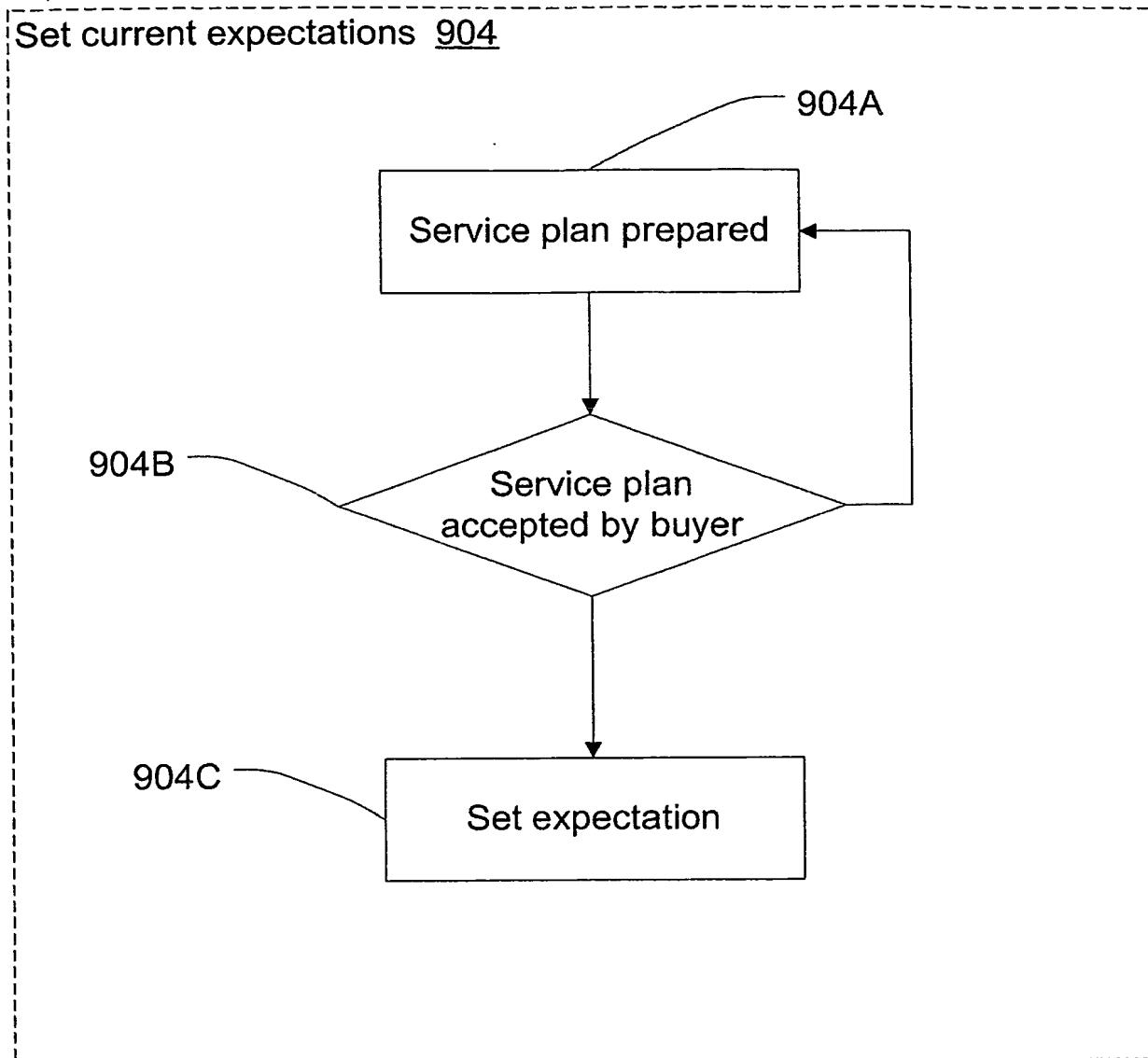


FIG. 2A

**FIG. 2B**

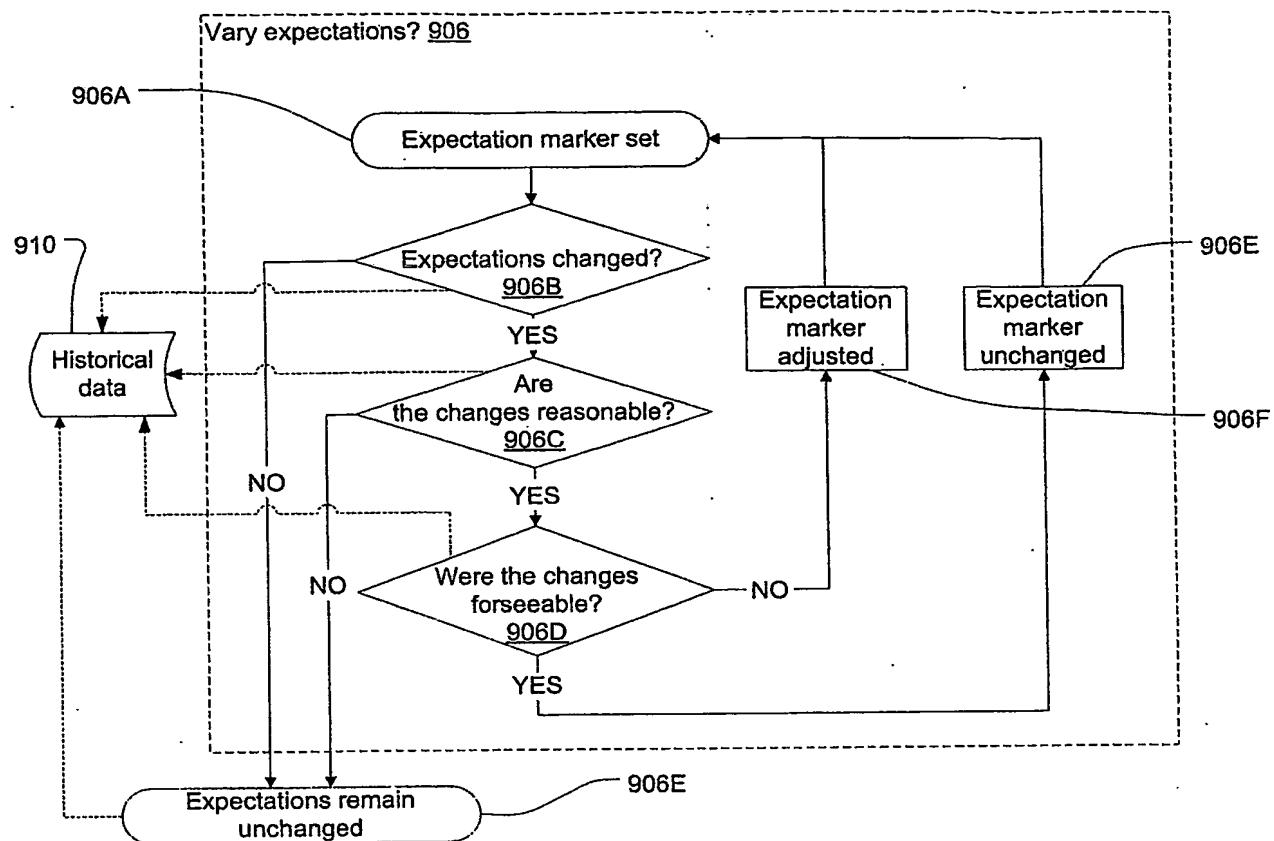


FIG. 2C

204 204.1 204.2

205 220 230 240 250 260 270 280

206 201 206.3 202 203

200

300

301

310

320

330

340

350

401

402

403

404

405

500

Percentage calcs

Supplier (Averaged by individual column)						
1	-\$ 183.72	\$ 517.97	0.71	71%	35%	28%
2	-\$ 101.42	\$ 523.02	0.57	57%	69%	49%
3	\$ 1,730.54	\$ 451.24	1.30	70%	49%	33%
Average	\$ 481.80	\$ 497.41	\$ 0.86	\$ 0.66	\$ 0.51	\$ 0.37

Supplier (Individual column as a percentage of individual column)						
1	-38%	104%	83%	108%	69%	77%
2	-21%	105%	66%	86%	135%	133%
3	359%	91%	151%	106%	96%	90%

Supplier (Individual columns as a positive integer)						
1	0%	13%	17%	22%	0%	0%
2	17%	14%	0%	0%	67%	57%
3	397%	0%	85%	19%	28%	13%

[Goofy / natural]						
Goofy	Goofy	Goofy	Natural	Natural	Natural	

Supplier (Flipped or not flipped so that good = higher value)						
1	397%	1%	68%	22%	0%	0%
2	380%	0%	85%	0%	67%	57%
3	0%	14%	0%	19%	28%	13%

Supplier Normalised individual columns)						
1	100%	7%	80%	100%	0%	0%
2	95%	0%	100%	0%	100%	100%
3	0%	100%	0%	90%	41%	22%

Weighting						
Cost1	Cost2	Duration	Outcome	SS1	SS2	
1	1	1	1	1	1	

Supplier (Weighted by individual column)						
1	397%	1%	68%	22%	0%	0%
2	380%	0%	85%	0%	67%	57%
3	0%	14%	0%	19%	28%	13%

Columns weighting						
Cost	Duration	Outcome	Service Standards			
1		1	1	1		

Supplier (Weighted by column)						
1	199%		68%	22%	0%	
2	190%		85%	0%	67%	
3	7%		0%	19%	28%	

Supplier (Overall)						
1	72%					
2	85%					
3	14%					

FIG. 3

Expectations

Number of hours of surveillance requested	10	1002
Final Report Due By	2004-10-06	1004
Current expectation	10	1006
Supplier requested change	12	1008
Supplier reason	Claimant not sighted but additional hours are likely to result in sighting	1010
Other Information	Difficulty in locating claimant.	1012
<input type="button" value="Save"/> <input type="button" value="Cancel"/>		
[show history]		

FIG. 4A

Expectations

Number of hours of surveillance requested	10	1102
Final Report Due By	2004-10-06	1104
Current expectation	10	1106
Supplier requested change	12	1108
Supplier reason	Claimant not sighted but additional hours are likely to result in sighting	1110
Other Information	Difficulty in locating claimant.	1111
Your response	<input checked="" type="radio"/> Accept (measured against new expectation) <input type="radio"/> Accept (measured against old expectation) <input type="radio"/> Reject	1112
Reason	Please choose	1113
Other Information		1114
<input type="button" value="Save"/> <input type="button" value="Cancel"/>		
[show history]		
Modify Expectation		

FIG. 4B

1200

1202

1204

1206

1208

Claim: 12345 (John Peters) > Referral: Surveillance

Please rate the performance of the investigator against your expectations.....

Did the investigator address the aims of your enquiry in the manner you expected? Met expectations Exceeded expectations Failed to meet expectations

Please rate the usefulness of the investigation.....

Will the report assist you in the management of the claim in the manner you expected? Met expectations Exceeded expectations Failed to meet expectations

Comments.....

Please comment on the investigator's performance in any areas where they exceeded your expectations

Please comment on the investigator's performance in any areas where they failed to meet your expectations

Review Complete.....

Is this review complete? Yes No

The case manager enters feedback on the quality and usefulness of the report.

FIG. 4C